

# Who to Call for the Wisconsin Medicaid and BadgerCare HMO Program

HMO Enrollment Specialist:	(800) 291-2002
HMO Contract Monitors:	(800) 760-0001
HMO Ombudsmen:	(800) 760-0001
Medicaid and BadgerCare HMOs:	Telephone Numbers Are Located on Reverse Side
Recipient Services:	(800) 362-3002 or (608) 221-5720
Provider Services:	(800) 947-9627 or (608) 221-9883
Automated Voice Response System:	(800) 947-3544 or (608) 221-4247

## For Questions About:

## Please Call:

### Bills and Billing

HMO Enrollees . . . . .	Medicaid and BadgerCare HMO
Other Recipients . . . . .	Recipient Services
Providers — HMO Related . . . . .	Medicaid and BadgerCare HMO or HMO Contract Monitors
Providers — Non-HMO Related . . . . .	Provider Services

Change of Address — Recipients . . . . . County/Tribal Social or Human Services Agency

### Commercial Insurance or Primary Insurance Problems

HMO Enrollees . . . . .	Enrollment Specialist
Other Recipients . . . . .	Recipient Services
Providers — HMO Related . . . . .	Medicaid and BadgerCare HMO or HMO Contract Monitors
Providers — Non-HMO Related . . . . .	Provider Services

### Complaints and Grievances

HMO Enrollees . . . . .	Medicaid and BadgerCare HMO, Enrollment Specialist, or HMO Ombudsmen
Providers . . . . .	Medicaid and BadgerCare HMO

### Eligibility

Grievances. . . . .	County/Tribal Social or Human Services Agency or Recipient Services
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### Eligibility Questions

Providers . . . . .	Automated Voice Response System or Provider Services
Medicaid and BadgerCare Recipients . . . . .	County/Tribal Social or Human Services Agency or Recipient Services

Emergency Care for HMO Enrollees . . . . . Medicaid and BadgerCare HMO

Enrollment in HMOs . . . . . HMO Enrollment Specialist

Exemption From HMO Enrollment . . . . . HMO Enrollment Specialist

HMO Extraordinary Provider Claims . . . . . HMO Contract Monitors

Lost Medicaid and BadgerCare Forward Cards . . . . . Recipient Services

Provider Appeals. . . . . HMO Contract Monitors

### Transportation — Common Carrier

HMO Enrollees . . . . .	Medicaid and BadgerCare HMO or County/Tribal Social or Human Services Agency
Other Recipients . . . . .	County/Tribal Social or Human Services Agency

### What Services Are Covered Under HMOs

HMO Enrollees . . . . .	Medicaid and BadgerCare HMO or Enrollment Specialist
Providers . . . . .	Medicaid and BadgerCare HMO or HMO Contract Monitors

### Where to Go for Services

HMO Enrollees . . . . .	Medicaid and BadgerCare HMO
Other Recipients. . . . .	Recipient Services

Medicaid and BadgerCare HMO	Customer or Member Services	General Information
Atrium Health Plan .....	(888) 203-7771 .....	(888) 203-7771
Dean Health Plan .....	(800) 279-1301 or (608) 828-1301 .....	(608) 836-1400
Group Health Cooperative of Eau Claire .....	(888) 203-7770 .....	(888) 203-7770
Group Health Cooperative of South Central Wisconsin .....	(608) 828-4853 .....	(608) 251-4156
Health Tradition Health Plan .....	(800) 545-8499 or (608) 783-9507 .....	(608) 781-9692
Managed Health Services .....	(888) 713-6180 or (414) 345-4646 .....	(414) 345-4600
MercyCare Insurance Company .....	(800) 895-2421 .....	(800) 752-3431
Network Health Plan .....	(888) 713-6180 or (414) 345-4646 .....	(414) 345-4600
Security Health Plan .....	(800) 791-3044 or (715) 221-9797 .....	(800) 791-3044
Touchpoint Health Plan .....	(800) 757-1950 or (920) 831-1950 .....	(920) 735-6300
UnitedHealthcare of Wisconsin .....	(800) 504-9660 .....	(414) 443-4000
Unity Health Insurance .....	(800) 362-3310 .....	(608) 643-2491
Valley Health Plan .....	(715) 836-1254 .....	(715) 836-1200